

# 國際企業員工職場友誼與工作壓力之關係探討

方韻婷、蘇奉信

E-mail: 9608068@mail.dyu.edu.tw

## 摘要

壓力除了來自日常生活，大多數源自工作，也就是所謂的工作壓力(job stress)，職場友誼包含了一些彼此承諾、密切的接觸，這種關係可能會限制一些個人的決策、行為與自由，因而造成壓力。本研究旨在探討職場友誼與工作壓力兩者間有何關係，並以組織文化作為干擾變數，檢測不同的文化下，職場友誼對工作壓力之影響有顯著差異存在，研究收集279位受測者的問卷調查，結果發現不同程度的職場友誼與工作壓力影響不同，高度職場友誼與工作壓力有負向關係；中度職場友誼與工作壓力無顯著關係；低度職場友誼與工作壓力有正向關係。另外，組織文化是兩者的干擾變數，研究建議管理者要注意組織中非正式群體的存在與營造員工間的凝聚力。

關鍵詞：職場友誼；工作壓力；組織文化

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